



alectraNews

Welcome to the Alectra Utilities customer newsletter: your source for timely and helpful electricity news that matters to you. Stay informed with short articles about Alectra services, new developments, support programs, time-of-use prices, energy conservation, safety tips, and much more. Do you have a topic you'd like us to cover? Send us your suggestions and feedback at: Newsletter@AlectraUtilities.com.

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One phone number to serve you better: **1-833-ALECTRA**

We're excited to announce our new Contact Centre Solution and phone number **1-833-ALECTRA (1-833-253-2872)**. This centralized system now manages all incoming calls across our service territory for power outages and customer service, as well as the Alectra Utilities employee directory. Please note that Guelph will be integrated into the system later this year. With improved monitoring, management and reporting capabilities, the new Contact Centre Solution allows us to better understand your needs and provide better service to improve your customer experience. Stay tuned for more customer-friendly features to be introduced in the future.

One website to serve you better: **AlectraUtilities.com**

We're proud to launch our NEW customer-focused website designed with your needs in mind. It replaces four of our predecessor utilities' websites – now everything you need to manage your Alectra Utilities account is in one place. Based on your feedback, we built the new website with easy access to the information that is most important to you including My Account login and registration, self-serve forms, electricity rates and outage updates specific to your location, and much more. Check out the improved experience waiting for you at **AlectraUtilities.com**.



*Want to conserve more and save on energy costs? View your electricity usage charts in My Account at **AlectraUtilities.com/MyAccountLogin**.*



*Follow **@AlectraNews** on Twitter for power outage updates in your area, company news, safety and conservation tips, and more.*

We're working hard for your community

At Alectra Utilities, we're continuously investing in electrical infrastructure improvements that support growth and provide safe, reliable and sustainable power for homes and businesses in the communities we serve. In 2020, we're planning to invest approximately \$283 million in the Alectra grid across our service territory, including the installation of over 930 new poles and the renewal of approximately 300 kilometres of electrical cable. We're committed to delivering value, service and reliability to you. Learn more about our investment in your community at **AlectraUtilities.com**.



April is Dig Safe Month – Call or click before you dig!

Are you planning any yard work that requires digging on your property? Contact **Ontario One Call** first to have a FREE underground cable locate done. Simply provide the details of your project and they will notify the utilities with underground facilities in your area. Any buried cabling or wires on your property will be clearly marked before you dig.

Call Ontario One Call 24/7 at **1-800-400-2255** or submit an online request at **on1call.com** at least five business days prior to digging. Additional notice may be required during the busy spring season.



Go to **[AlectraUtilities.com/ReportOutage](https://www.alectrautilities.com/ReportOutage)** to report a power outage, hazard, electrical emergency, or damage to Alectra Utilities equipment. You can also attach a photo to your report. Our System Control and Call Centre staff are on duty 24/7 to receive your outage information.

Switching to paperless billing is simple

To switch to paperless billing, simply log in to or register for My Account at **[AlectraUtilities.com/MyAccountLogin](https://www.alectrautilities.com/MyAccountLogin)** and select paperless ebilling. Your next bill will be paperless – it's that easy. You'll receive an email each month when your Alectra Utilities statement is ready to view securely online.

Discover these benefits when you switch to paperless billing:

- Instant statement notification by email
- Securely view, download, print or save your statements
- 24/7 access to current and past bills and payments
- Less environmental impact



The **Save on Energy™ Home Assistance Program (HAP)** helps income-eligible households lower their hydro bills with **FREE** energy efficient products. If you've participated in the OESP or LEAP, you may be eligible. To apply, please email **HAP@greensaver.org** or call **1-855-591-0877**.

Beware of telephone and text scams

Some scams can be threatening, while others sound too good to be true. If you receive a suspicious phone call, text or letter, Alectra Utilities advises the following:

- Never pay for a charge that isn't listed on your most recent bill.
- Never provide any personal account or credit card information.
- Don't click on suspicious links or call the number provided to you.
- Contact Alectra Customer Service at **1-833-ALECTRA (1-833-253-2872)** to check your account status.

If you believe you may be a victim of fraud, report the incident to the Canadian Anti-fraud Centre at **1-888-495-8501** or online at **[antifraudcentre.ca](https://www.antifraudcentre.ca)**.



Have an electric vehicle or buying one soon?

Here's great news from the **Alectra GRE&T Centre** – our innovation hub in Guelph. Several pilot projects are beginning this spring to test new services for our EV customers. How about a program to save you money on charging your vehicle, or services that allow you to sell the electricity stored in your EV's battery back-up? We're gearing up today so you can drive your way to a cleaner, better and smarter tomorrow. Stay tuned to our social media channels for more updates on the various pilot projects underway. If you have any questions about EVs or our pilot projects, email us at **EV@AlectraUtilities.com**.



Contact us
[alectrautilities.com](https://www.alectrautilities.com)
1-833-ALECTRA (1-833-253-2872)



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